

Note 1: RFI numbering system could be different for subcontractors, prime contractor, engineering home office and client. See example on next page

Note 2: RFI can be originated by anyone on site and can only be submitted by "RFI Coordinator Training" received personnel.

However, RFI should be assessed by subcontractor's project engineering team (single point of contact on site) before it is submitted to CMT Field Engineer /Home Office Design Engineering or client.

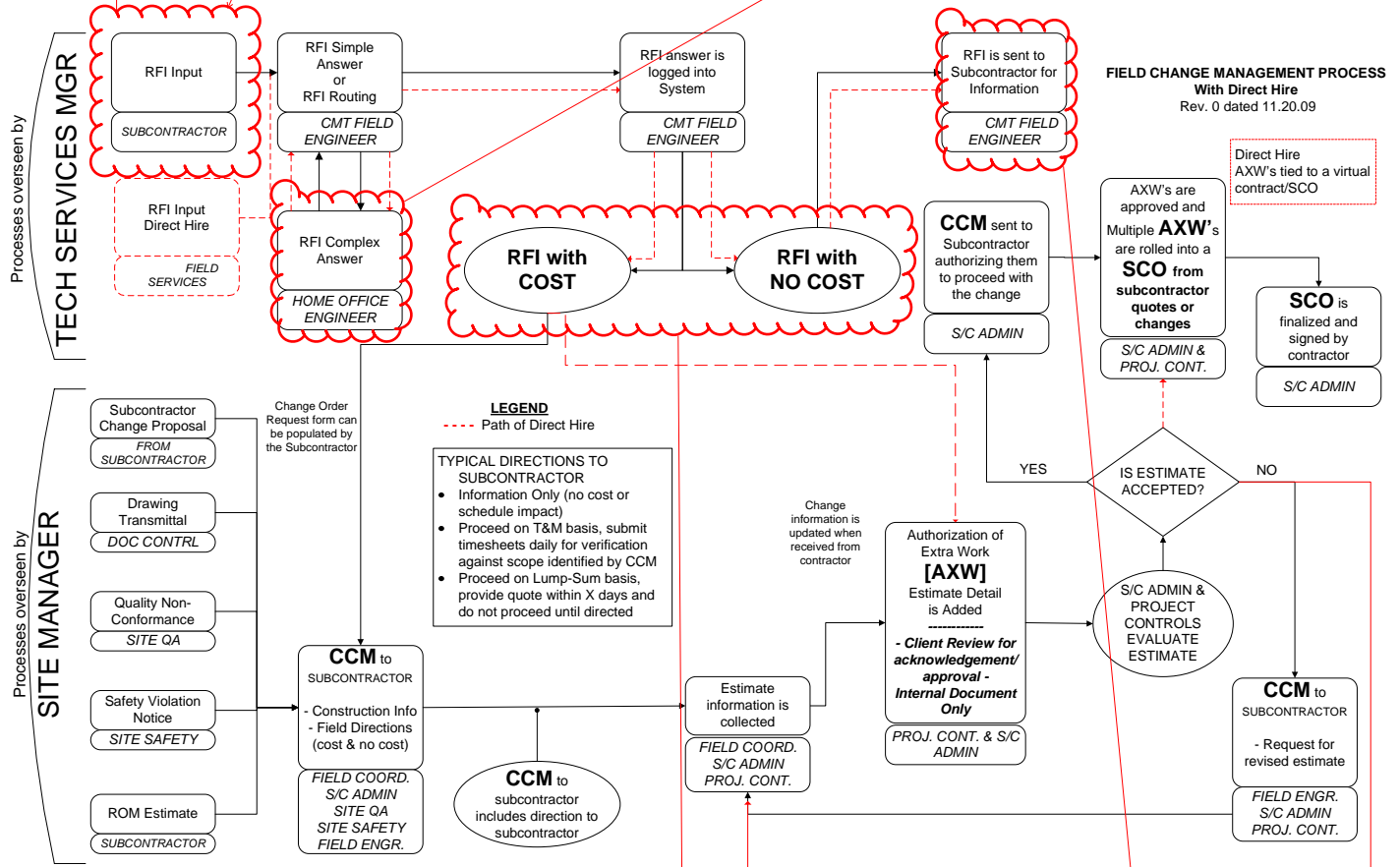
RFI can be rejected or sent back to originator for additional information along with explanation anytime during this process.

## RFI (Request For Information)

Note 3: Single point of contact from CMT Field Engineer /Home Office Design Engineering or client distribute to people who are available or who has the most knowledge on that subject.

RFI can be rejected or sent back to originator for additional information along with explanation.

## Submit RFI (Request For Information) Introduction and Instructions



Note 5:


Subcontractors Field Engineering Team Cost/Schedule Review can be different than CMT Field Engineering Cost/Schedule Review.

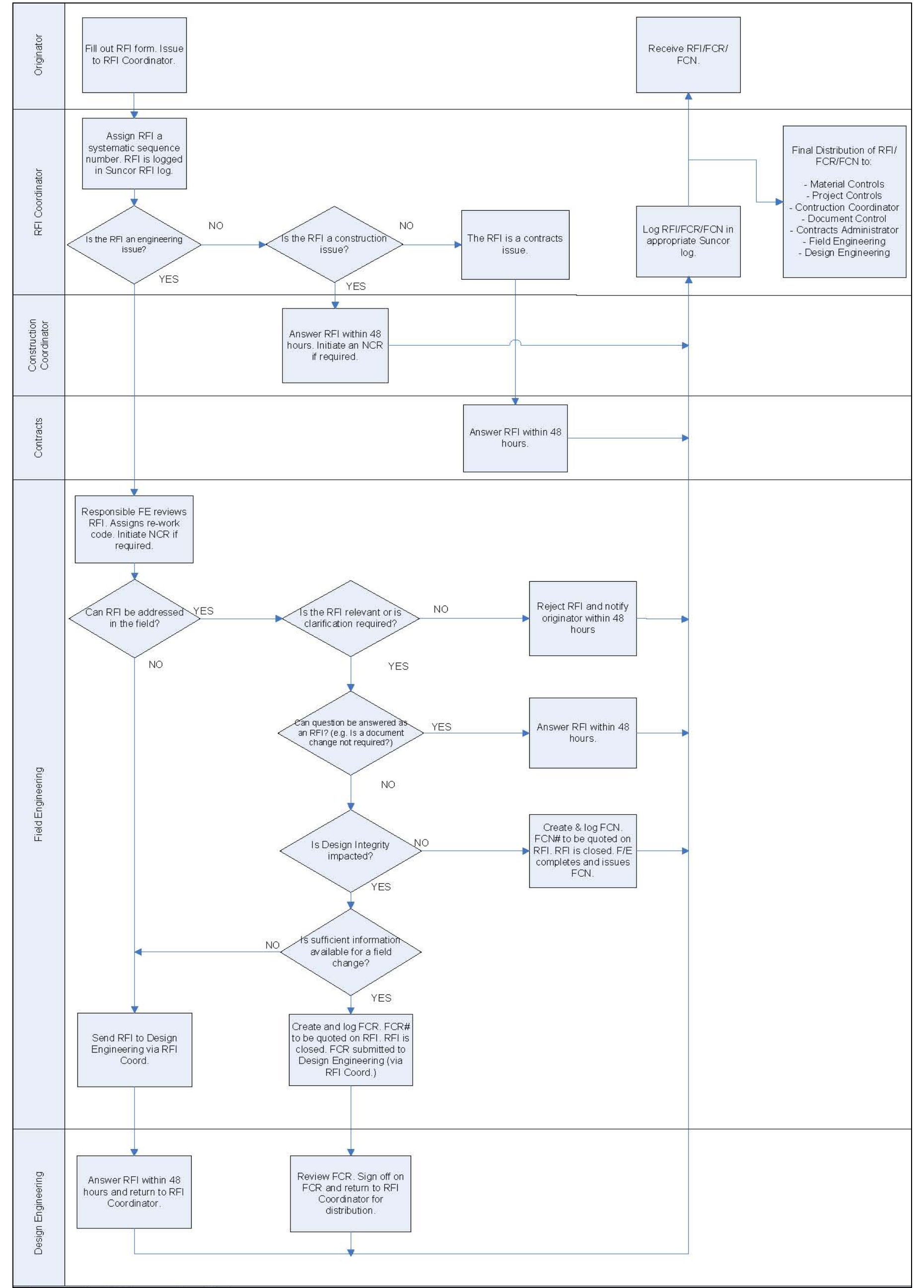
Note 4: Distribution List @ Subcontractor's end.

Subcontractors Field Engineering Team Maintains a "Distribution List" in this Web Based tool. Once the RFI is responded by CMT Field Engineer, RFI goes back to single point of contact from "Subcontractor's Project Engineering Team for Cost/Schedule Review.

# WEB BASED RFI PROCESS

# PAPER BASED RFI PROCESS

		MAJOR PROJECTS GROUP MINING / EXTRACTION
Appendix D		
Department:	MAJOR PROJECTS GROUP MEUD	Number: 03-00025-01-30-2.4.4-11
Subject:	WORK PROCESS FLOW FOR RFI'S, FCN'S AND FCR'S	Revision: 0



# RFI FORM PAPER BASE:



## REQUEST FOR INFORMATION (RFI)

Originator fields are **RED** and **italic** text, RFI Responder Fields are **GREEN** and **plain** text.

**Suncor RFI #:**

**Change Management Code:**

*Originator RFI #:*

*Area:*

*Project #:*

*Project Name:*

*Contract /P.O.#:*

*Contract Name:*

*EWP #:*

*EWP Name:*

*System Turnover #:*

*Discipline*

*CWP #:*

**Information Requested**

**Reason Requested**

**Date Reply Required:**

**Remedial Proposal / Impacts**

### Reference Documents

<i>Title</i>	<i>Document #</i>	<i>Rev No.</i>	<i>Comment</i>

**Prepared By:**

**Contractor/Company:**

**Submitted To:**

**Date Submitted:**

**RFI Coordinator:**

**Date:**

**Responsible Engineer:**

**Date:**

**Response and Impacts:**

**Required Follow Up Documents**

☐ FCR ☐ FCN ☐ DCN ☐ TDN ☐ NCR ☐ PAR ☐ CMR

**Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)**

<i>Title</i>	<i>Document #</i>	<i>Rev No.</i>	<i>Comment</i>

**Response By:**

**Date:**

### Notes:

- RFI's are not change documents and cannot be used to direct a change in contract scope.  
Work undertaken without proper Suncor change documentation and authorization is at the Contractor's risk and expense.
- RFI's shall not be used if the Originator recognizes an error, deficiency or any measurable deviation from specified requirements.  
In this case a Non-Conformance Report (NCR) shall be issued.
- Suncor RFI # shall be referenced on all follow up documents (FCN/FCR/DCN/TDN/NCR/PAR/CMR).

RFI Form Should have these fields for RFI Originator to enter:

1. Information Requested
2. Reason Requested
3. Remedial Proposal / Impacts
4. Reference Document Information such as Doc #, Rev#, Doc Title, Comment etc.

Originator fields are RED and italic text, RFI Responder Fields are GREEN and plain text.

RFI response can be followed by

Required Follow Up Documents

Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)

Document Title, Document # Rev No. Comment

<b>Required Follow Up Documents</b> <input type="checkbox"/> FCR <input type="checkbox"/> FCN <input type="checkbox"/> DCN <input type="checkbox"/> TDN <input type="checkbox"/> NCR <input type="checkbox"/> PAR <input type="checkbox"/> CMR			
<b>Reference Documents: (Please indicate FCN/FCR/DCN/TDN/NCR/PAR/CMR# below if applicable)</b>			
Title	Document #	Rev No.	Comment

RFI should be assessed by Project Engineer and Category should be selected tracking the trends.

CHANGE MANAGEMENT CODES (See PEG-GP-0021 Appendix A for Descriptions)		
<u>CATEGORY "A" – DESIGN</u>	A1	Design Error
	A2	Design Omission
	A3	Discipline Error – Conflicting Design Information
	A4	Engineering Changes
	A5	Field Condition - Reasonable for Designer to check
	A6	Field Condition – Unreasonable for Designer to check
	A7	Change Required for Constructability / Operability / Maintenance
	A8	Other Design Categories
<u>CATEGORY "B" – VENDORS</u>	B1	Materials Error or Substitution
	B2	Fabrication Error
	B3	Design Related Error or Omission
	B4	Damaged before Receipt or Missing Components
<u>CATEGORY "C" – CONSTRUCTION</u>	C1	Field Fabrication or Construction Error
	C2	Out of Sequence Work
	C3	Construction Preference / Improvement
	C4	Repair or Replacement due to Theft, or Damage during Construction
	C5	Construction Safety
	C6	Other Construction Categories
<u>CATEGORY "D" - OPERATIONS</u>	D1	Requested Change for Operability
	D2	Requested Change for Maintainability
	D3	Other Operations Requests

# RFI DISTRIBUTION:

Example Distribution List by Subcontractors:

Subcontracts						
Maclok Bldgs.	Makloc Construction	GenMec	KTC Bldg	Ganotec (Strg Tanks)	WIW (Specialty items)	VETs (HVAC)
-All Engineers	-All Engineers	-All Engineers	-All Engineers	-All Engineers	-All Engineers	-All Engineers
Omer Yarar	Omer Yarar 7002		Omer Yarar 7001			Omer Yarar
Eric Federkeil	Eric Federkeil	Eric Federkeil	Eric Federkeil	Eric Federkeil		Eric Federkeil
Robert Holmes	Robert Holmes	Robert Holmes	Robert Holmes	Robert Holmes		Robert Holmes
John Hamstra	John Hamstra	John Hamstra	John Hamstra	John Hamstra		John Hamstra
Mark Horvat <MarkH@makloc.com>	Jaden Lundell <JadenL@makloc.com>	Tom Schifflege <tschiffleger@genmecacl.com>	James Peacy <james.peacey@ktc-ip.com>	Kim Drake		Dave Schroeder dschroeder@vetssheetmetal.co m
		Kevin Watson <kwatson@genmecacl.com>	Martin Peacey <Martin.Peacey@ktc-ip.com>	JEAN-FRANÇOIS POULIN ING. JR.<jeanfrancois.poulin2@ganotec.com>		Dave Murray (murray@imecengineering.com)
				Mathieu.Cote@ganotec.com		
notes	notes	notes	notes	notes	notes	notes
Elec Buildings: 9001, 5004 and 2002	Mechanical buildings: 7002, 2001	Com Bldg (8001)	Bldgs 7001, 5001, 5003 and 5005	ALL Storage tanks	Spcialty Items	HVAC

Example Distribution List by Construction Work Areas:

Area 700	Area 500
Area Manager	Area Manager
Tom Hennessy	Erik Wilson
Engineering	Engineering
Omer Yarar	Cheryl Hoskin
E&I	E&I
Nicolas Lemieux	Dave Thorne
Bob Green	Grigor Georgiev
Vince Gagne	Robert Fortin
Trent Ziegler	Lindsay Duplessis
Dustin Heerschop	Krystal Reid
Jean-Pierre Poulin	
Piping	Piping
Don MacIsaac	Clarence Greenan
Richard Williams	Nicolas Iacabaccio
Ed Turnbull	Dale Wilson
Ryan Walper	
Josh Caswell	
Structural	Structural
Tiberio De Medeiros	
Phil Jamieson	Phil Jamieson
Al Rufiange	Al Rufiange
Don Behnka	
Caleb Smith	Martin Belley

# CASE STUDIES:

## CASE #1

RFI response time is usually specified in the contract by client (48 or 72 hours). Some people may have different work schedule then other people.

Example:

Calgary Home Office Engineering Schedule 5&2 plus PDO.


Edmonton Mod Yard Schedule 5&1.

Construction Site Schedule 14&7, 10&4, 20&8, 9&5, etc.

Schedules should be entered in the RFI process system and just like Outlook Meeting Scheduling Assistance It should automatically show if the person is available or not. So there won't be unexpected waiting time for RFI response.

## CASE #2:

RFI numbering system could be different for subcontractors, prime contractor, engineering home office and client.

		<b>REQUEST FOR INFOR</b>	
Originator fields are <b>RED</b> and <b>italic</b> text, RFI Resp			
<b>Suncor RFI #:</b>	<b>03-00025-01-20-C0-RFI-64-P-2724 Rev 1</b>		
<b>Originator RFI #:</b>	<u>JVD_5170-RFI-486</u>		

## CASE #3

System numbers may not be available at the beginning of the project therefore a report should be populated by the database so project team can see the list of RFIs doesn't have the system numbers assigned yet.

## CASE # 4

System, Sub-System number usually gets changed by turnover group due to on going work. System number must be changed only by turnover and/or CMT engineering at anytime.

## CASE# 5

RFI responses sometimes subject to Redlining. CMT engineering should notify subcontractor's engineering team to red line applicable documents. Redlining status report should be populated by field engineering to identify the status of it.

## CASE# 6

Hydro Test packs get effected by RFI response. Therefore, RFI numbers should be able tied to Hydro Test Pack numbers.

## CASE# 7

RFI number should be tied to EWP, CWP, Drawing and Document. When building FIWP packages applicable RFIs will appear in Installation Work Package.

## CASE# 8

Once the RFI is logged in Database, It should be easy to be searched by:

Tag number, EWP, CWP, System, Subsystem, RFI#, Contractor, Area, Follow up document type, number FCN, FCR, DCN, TDN, NCR etc.

## CASE# 9

RFI may get revised several times, there should not be a new number given to an RFI that is decided to be revised by field and/or CMT engineering.

## CASE# 10

RFI should be only closed once the work is completed in the field. Verification can be done by several parties:

1. Construction --> 2.Field Engineering, --> 3. Quality

Sometimes RFI doesn't require any field verification. RFI was submitted for verification. That RFI should be noted by field engineering to that field verification is not required. That type of RFI might not have any cost associated.

## CASE# 11

RFI Originator can not change, RFI responder 's response and vice versa.

RFI notification goes to people who are affected by that RFI. Example: RFI Originator submits the RFI to CMT Engineering and then RFI gets assigned to an engineer at home office and every time there is a person assigned that goes as a notification to RFI originator.

# RFI REPORTS @ Contractor

## RFI Reporting by Discipline

Discipline Breakdowns	5194 Nabiye RFI LOG Status 06/02/2015				RFIs Open by Time Period				
	Submitted	Responded	Open	Closed	2 Days	3 Days	4 Days	5 Days	> 5 Days
Commercial	13	13	0	0	0	0	0	0	0
Planning	2	2	0	2	0	0	0	0	0
Earthworks	24	24	0	20	0	0	0	0	0
Civil	318	317	0	166	0	0	0	0	0
Structural	315	311	4	165	0	0	0	0	1
Piping	533	526	7	246	0	0	0	0	0
Glycol	37	37	0	9	0	0	0	0	0
Mechanical	105	105	0	70	0	0	0	0	0
Electrical	657	639	18	284	0	0	0	0	0
Instrumentation	27	25	2	9	0	0	0	0	0
QA/QC	7	7	0	6	0	0	0	0	0
Metallurgy	0	0	0	0	0	0	0	0	0
Insulation	3	3	0	2	0	0	0	0	0
Building	268	264	3	164	0	0	0	0	0
Tanks	51	51	0	30	0	0	0	0	1
Grand Total	2296	2260	34	1173	0	0	0	0	2

## RFI Reporting by Areas

Area Breakdown	5194 Nabiye RFI Log Status				RFIs Open by Time Period				
	Submitted	Responded	Open	Closed	2 Days	3 Days	4 Days	5 Days	> 5 Days
100	463	461	2	179	0	0	0	0	0
500	502	496	6	228	0	0	0	0	0
700	625	606	18	277	0	0	0	0	1
800	317	312	4	186	0	0	0	0	0
ALL	456	452	4	303	0	0	0	0	1
Total	2363	2327	34	1173	0	0	0	0	2

## RFI Reporting status by CMT

Area Breakdown		5194 Nabiye RFI Log Status		
Jacobs Open RFIs		Submitted	Responded	Open
100		441	439	2
500		489	496	6
700		607	606	16
800		274	312	3
ALL		456	452	4
Total		2267	2305	31

## RFI Reporting by Subcontractors

Company Breakdowns	5194 Nabiye RFI LOG Status 06/02/2015		
	Submitted	Responded	Open
JVDP	1635	1607	28
JVDF	329	329	0
IDL	16	16	0
Workun Garrick	2	2	0
NorPoint	1	1	0
PSS	1	1	0
Pacer	6	6	0
MAKLOC	95	95	0
KTC	71	71	0
KTC Metrocan	19	19	0
GenMec	52	52	0
WIW	9	9	0
Ganotec	44	44	0
VETS	20	19	1
Rivard	36	33	3
Powell	4	4	0
Layfield	1	1	0
UEE	8	8	0
Grand Total	1990	1962	32

# WEB BASED RFI DATABASE

Please watch

<https://vimeo.com/55644335>

## Prolog Feature Overview

### Cost Control

- Budgets, Costs, Commitments
- Contracts
- Change Orders, Potential CO
- Invoices and Payments
- Dashboards and Reports
- Cash Flow Forecasting

### Doc Control

- Drawings and Specifications
- HotLists
- Dunning Letters
- Meeting Minutes
- Requests for Information
- Submittal Packages

### Field Admin

- Closeout Logs
- Employee Tracking
- Daily Work Journals
- Notices to Comply
- Punch Lists
- Safety Notices

### File Management

- Files and Folders
- Uploading & Downloading
- View and Redline
- Linking to other documents
- Project File Capture

### Purchase

- Vendor Management
- Bid Packages and Analysis
- Bid Awards and Communications
- Buyout items and Groups
- Contract Attachments

### Reports

- Access to over 400 standard Reports
- Crystal Based Reports
- Copy Existing Reports
- Flexible Distribution

PROLOG 

<http://www.meridiansystems.com/products/prolog/overview/>




# WEB BASED RFI DATABASE

## Section Explanation:

To Submit a RFI, we need to implement the following steps:

1. Select Project
2. Create RFI
3. Enter RFI Core Information
4. Enter RFI Notes
5. Enter RFI Impact
6. Enter Courtesy Copies
7. Attach Files
8. Assign W
9. Save RFI
10. Notification Sent/Received

## Legend Key

<b>Bold</b>	Converge Field or Menu Item		Select
	Special Note		

- 1) Select your project from the **Portfolio** view.

★ Enter will take you directly to the project data and Edit will display the Project's general information.

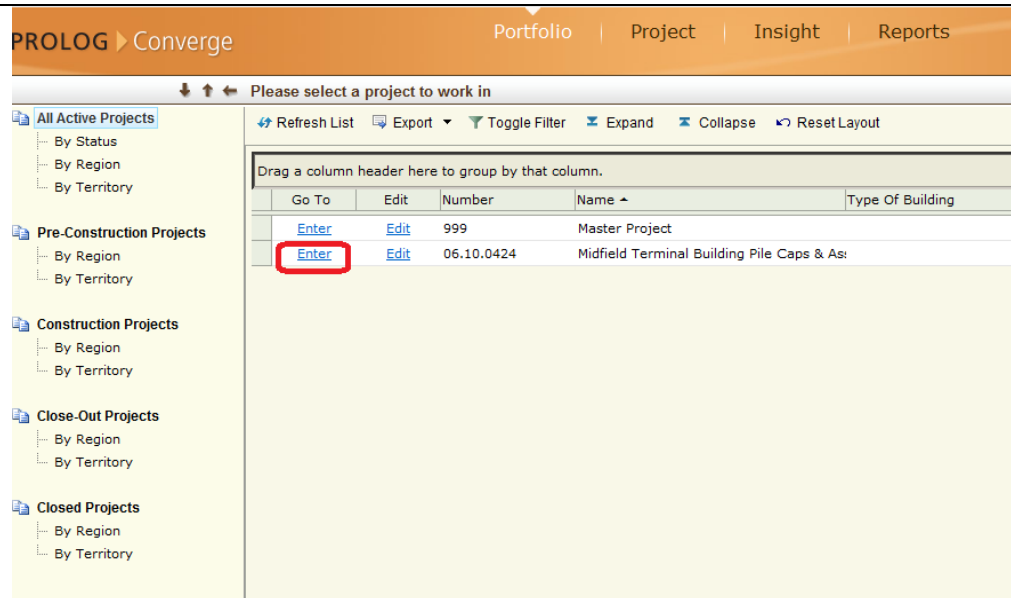


Figure 1.0

- 2) Select **Create** from The Document Control RFIs Menu

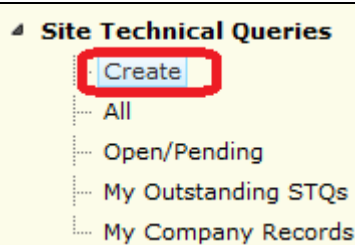


Figure 2.0

- 3) Enter RFI Info

Enter the following fields:  
**Subject, Importance, Discipline, Category, Author Number** (if applicable), **Question** (Click Add/View Comments...)

The following field will be auto-populated:  
 Number,  
 Date Created  
 Date Required,  
 Author Company,  
 Authored By

★ Several fields may be read-only depending on your permissions

The screenshot shows the RFI form in PROLOG Converge. At the top are buttons: 'Save and Exit', 'Copy', 'Print', 'Send', 'Create Link', and 'Word Merge'. Below these are input fields for 'Project Number' (108), 'Subject' (TEST), and 'Importance'. There is a 'Next' button and a 'Closed' checkbox. Below these are tabs: 'General Info', 'Notes', 'Contract Drawings', 'Collaboration', 'Impact', 'Courtesy Copies', 'Files (0)', 'Workflow', and 'Links'. The 'General Info' tab is active. It contains several fields: 'Date Created' (11/1/2012), 'Date Required' (11/8/2012), 'Date Answered' (empty), 'Discipline' (Civil), 'Category' (Differing Field Condition), 'Author Company' (Engineering Group), 'Authored By' (Jeffrey Stephens), 'Author I Number' (001), 'Question' ([11/1/2012 Jacobs Engineering Group - Jeffrey Stephens] test), 'Answer Company' (empty), 'Answered By' (empty), and 'Co-Respondent' (empty). There are also 'Add/View Comments...' links for the Question and Answer sections.

Figure 3.0

#### 4) Enter Notes

Select the Notes Tab. Enter the **Suggestion, Spec Section, and Sketch Numbers**

★ Note:

1. Click the Add/View Comments to add the suggestion.
2. Comments may be read-only or not visible

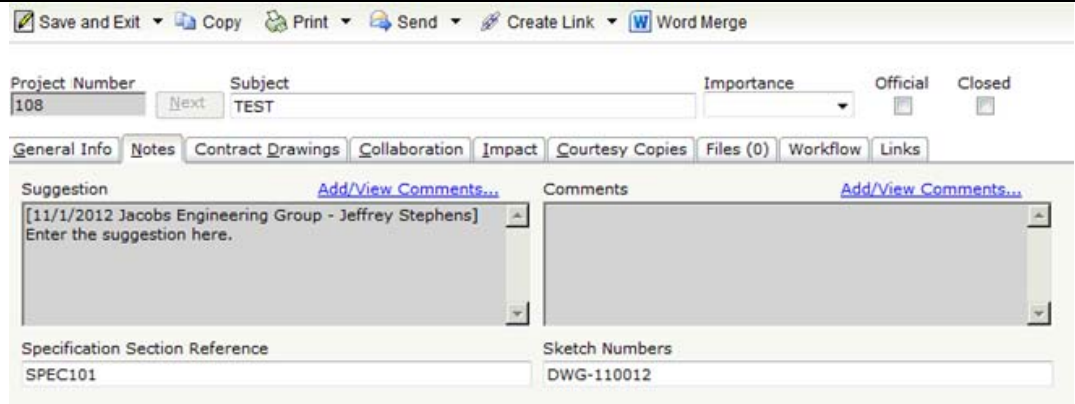


Figure 4.0

#### 5) Enter Impact

Select the Impact Tab:

Enter **Cost Impact**

★ Note: If you enter Yes please enter an amount and comments.

Enter **Schedule Impact**

★ Note: If you enter Yes please enter the number of calendar days and comments.

Enter **Drawing impact**

★ Note: Please update the comments and check the Drawing update if applicable.

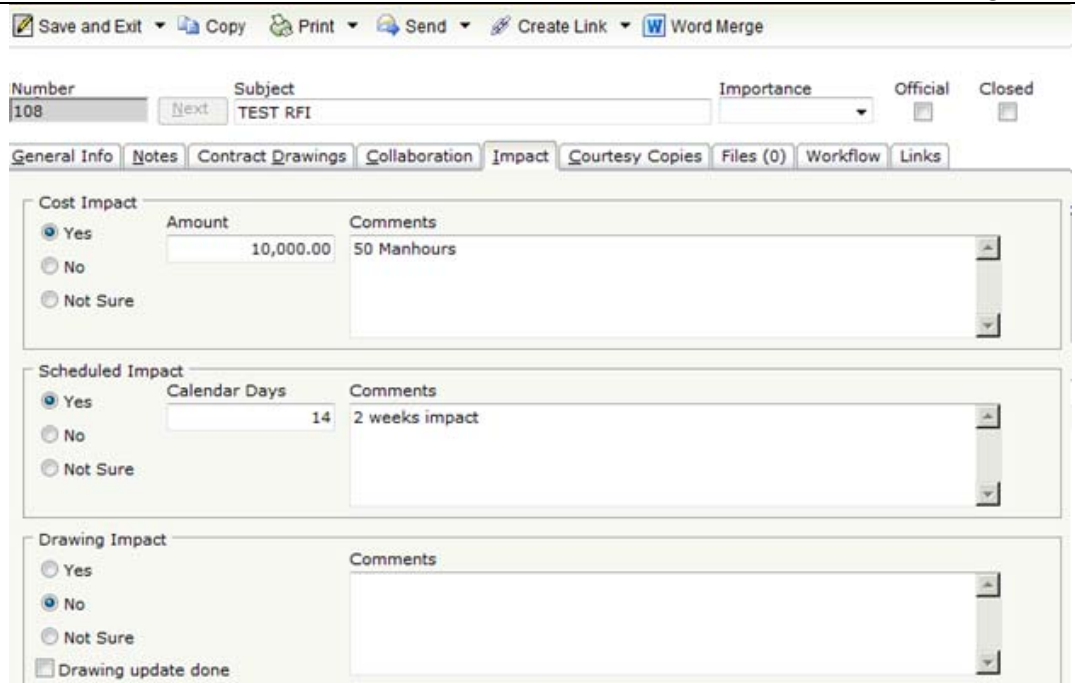


Figure 5.0

#### 6) Enter Courtesy Copies

Select the Courtesy Copy tab: Add Contacts individually by clicking the **New** button and selecting or typing the contact name.

Suggested: Click the **Add** button.

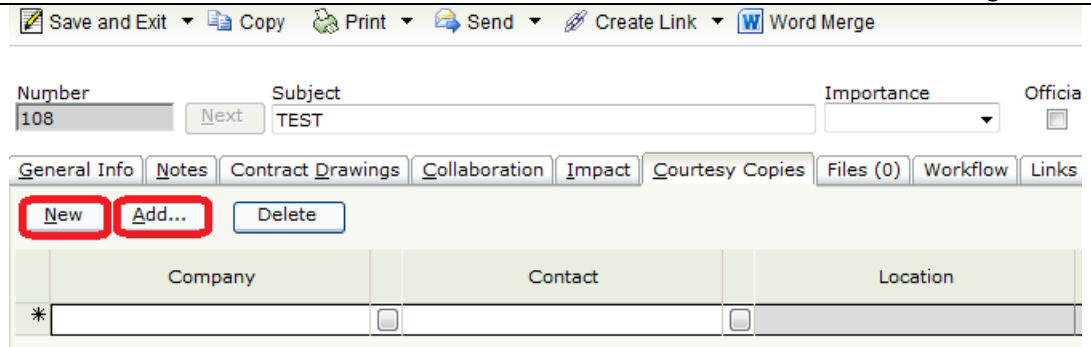
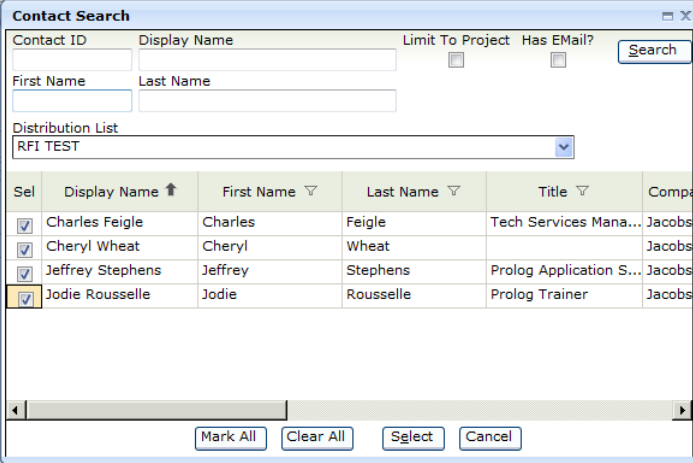


Figure 6.0

Clicking the Add Button will open the Contact Search for users or use the distribution list.



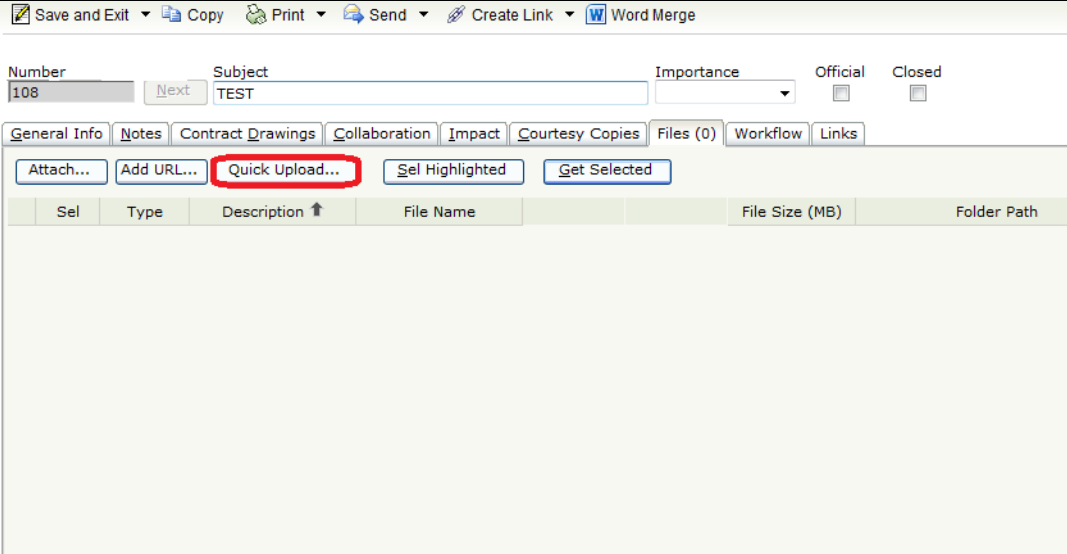
The Contact Search dialog box contains search filters and a table of results. The filters include Contact ID, Display Name, Limit To Project, Has Email?, First Name, and Last Name. A Search button is located to the right of the filters. Below the filters is a Distribution List dropdown menu showing 'RFI TEST'. The table below has columns: Sel, Display Name, First Name, Last Name, Title, and Company. It lists four contacts: Charles Feigle, Cheryl Wheat, Jeffrey Stephens, and Jodie Rousselle. At the bottom are buttons for Mark All, Clear All, Select, and Cancel.

Sel	Display Name	First Name	Last Name	Title	Company
<input checked="" type="checkbox"/>	Charles Feigle	Charles	Feigle	Tech Services Mana...	Jacobs
<input checked="" type="checkbox"/>	Cheryl Wheat	Cheryl	Wheat		Jacobs
<input checked="" type="checkbox"/>	Jeffrey Stephens	Jeffrey	Stephens	Prolog Application S...	Jacobs
<input checked="" type="checkbox"/>	Jodie Rousselle	Jodie	Rousselle	Prolog Trainer	Jacobs

Figure 6.1

7) Attach Files

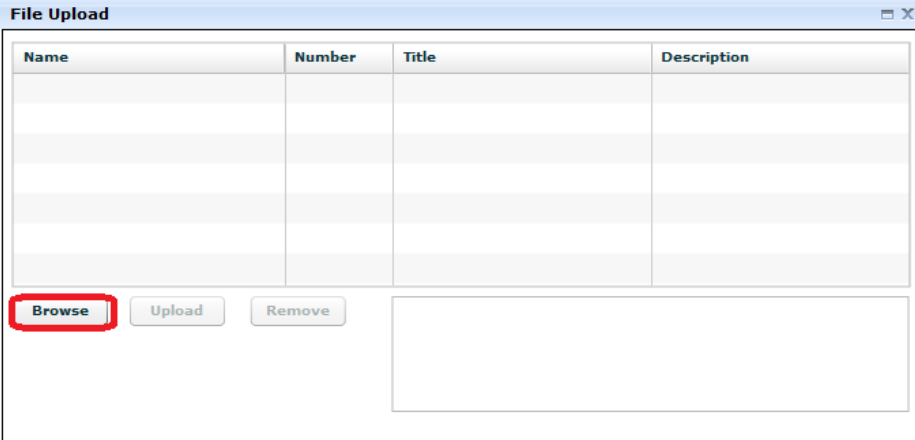
Select the Files tab:  
The most effective way to add files it to use the **Quick Upload** function. You can also select **Attach Upload** function and the Document Manager will display.



The Document Manager interface shows a toolbar with Save and Exit, Copy, Print, Send, Create Link, and Word Merge. Below the toolbar are fields for Number (108), Subject (TEST), Importance, Official, and Closed. A tabbed interface shows General Info, Notes, Contract Drawings, Collaboration, Impact, Courtesy Copies, Files (0), Workflow, and Links. Below the tabs are buttons for Attach..., Add URL..., Quick Upload..., Sel Highlighted, and Get Selected. A table below has columns: Sel, Type, Description, File Name, File Size (MB), and Folder Path.

Figure 7.0

Select the **Browse** button.



The File Upload dialog box contains a table with columns: Name, Number, Title, and Description. Below the table are buttons for Browse, Upload, and Remove. The Browse button is highlighted with a red box.

Name	Number	Title	Description

Figure 7.1

Select the Files that you wish to upload.

Update the following fields:  
**Number**, **Title**, and **Description**.

Click the **Upload** button.

Name	Number	Title	Description
Field Change Management Process	001	Field Change Mgmt	Description
Users.xls	002	User List	Description

Files selected to upload:  
Field Change Management Process 060107 rev 1.pdf  
Users.xls  
2 file(s) selected at 46.14KB

Figure 7.2

The Files will appear in the grid.

Figure 7.3

8) Assign RFI

Select the Collaboration Tab. Click the **New** Button:

Enter the **To Contact Information**.

★ Note: You may simply type the contact name in First Name Last Name.

★ Note: The following fields will be auto-populated: From Company, From Contact, Date Sent, Date Received, Action, Sent From, etc.

Figure 8.0

**Prolog Converge**  
**RFI (Request For Information)**  
**Work Instructions**

9) Save RFI

Figure 9.0

10) Notification

A Notification similar to the one right will be send to the TO Contact and the Courtesy Copy recipient will be on the CC line.

From: ☐ converge@noreply.com  
 To: ☐ Ardley, Charlie  
 Cc: ☒ Stephens, Jeffrey  
 Subject: SADARA Training Project - STQ 004 Pending Action

Message RFI Detailed.pdf (50 KB)

### STQ Pending Action

The following RFI is pending your response.

To view additional details about this STQ, you may open the attached PDF.

[To view the full STQ form in the Prolog Converge Web Client, click here.](#)

<b>Project:</b>	SADARA Training Project
<b>STQ Number:</b>	004
<b>STQ Subject:</b>	STQ Subject
<b>STQ Question:</b>	[11/14/2012 Jacobs Engineering Group - Jeffrey Stephens] QUESTION
<b>STQ Suggestion:</b>	[11/14/2012 Jacobs Engineering Group - Jeffrey Stephens] Suggestion
<b>Date Submitted:</b>	14/11/2012
<b>Date Required:</b>	21/11/2012
<b>Action From:</b>	<b>Action Required By:</b>
Jeffrey Stephens	Charlie Ardley

*Note: The STQ process does not authorize scope /schedule/cost changes*

Figure 10.0